

**Appendix 3: Feedback from physicians via surveys and interviews (N=26).****Examples of General Impressions:**

- “Having the tool provides a good reminder to write notes on referred patients.”
- “I use it when receiving handover, to help guide the discussion and justify asking for specific information.”
- “It is a great help for learning the crucial information in handover.” (Resident)
- “I like the practical example more than having a list.”
- “I like it – especially like the treatment and plans! It brings patients into the conversation.”
- “There’s too much information on this tool. It needs to be more succinct.” – PDSA-1
- “I like that it’s a standardized approach, but it’s too long.” – PDSA-1

**Examples of Specific Recommendations for Improvement cycles:**

- “Ensure ‘Chief Complaint’ is explicitly reinforced.”
- “Pocket card is nice but having a reference document at the handover station is crucial.”
- “Add ‘home meds ordered’ and ‘consultant forms completed’ – these are what I frequently see being incomplete at handover.”
- “Indicate that ‘Orders’ and ‘Treatments’ should be narrowed down to ‘pertinent’ so it is only those crucial to care that are discussed.”